

Town of Grafton Technology Committee

Meeting Minutes

via Zoom
October 6, 2021

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Regular Business

Attendees: Alan Baker, Bob Carroll, Bob Hassinger, Dave Robbins, Mary Lauria
(Finance Director), Frank Natale (VADAR), Rob Natale (VADAR), Ted
Cormier (VADAR)

Members absent: Bill Jones

Call To Order

- The meeting was called to order at 7:00 PM by Mr. Robbins

Technical discussion with VADAR

- Logins
 - There are two stages of login to use the applications:
 1. The first is a login via Netscaler, managed via Active Directory (single domain), with password rules applied, a lockout for excessive attempts, and capabilities locked down to the minimum necessary to run the financial applications.
 2. The second is a login to the financial application itself, with no password rules and no protection against excessive attempts, and a role associated with the login to constrain access to data and functions.
 - VADAR staff explained that while some clients insist on sharing Netscaler logins due to cost considerations, VADAR recommends against sharing logins, and does not propose that Grafton use shared logins.
 - Multifactor login was discussed, noting its security benefits, and with VADAR noting that they have discussed it with their Managed Service Provider (MSP), but as of now they consider it to be cost prohibitive.
- Roles and access control
 - The client specifies who can do what, on a per application basis (note that the VADAR financial application is actually a suite of applications, one for each function, e.g., property tax, general ledger)
 - For each application, there are three levels of access:
 1. Who can use it
 2. What a user's role is
 3. Level of access (e.g., read-only, read-write)
 - In addition, each user's access is limited to selected municipal accounts
- Access to underlying data: there is no ability to modify the data except through the functions available through the user interface — i.e. there is no capability to execute user-supplied SQL on the underlying tables.

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- Logging and auditing: the application logs when and by whom data is created or updated, and reports can be very detailed
- Penetration testing:
 - Testing is done annually, in October/November, through the MSP, using OpenVAS
 - More frequent testing could be done, but an issue is the staff time to analyze and respond to the results
 - Some clients do their own penetration testing, including but not limited to the VADAR applications
- Patch frequency and schedule
 - Patching is normally done monthly, managed jointly by the MSP, VADAR and colocation facility
 - High impact/high vulnerability patches are installed ASAP with MSP
 - VADAR's MSP was not affected by the recent Kaseya ransomware attack
- Backups
 - Backups are done via Replibit/Axcient
 - Database servers backed up hourly 24/7 to offsite
 - Other servers backed up daily to offsite
 - Disaster recovery environment in Axcient cloud
 - Did DR test this past summer
- Roadmap
 - Applications are considered to be mature and “feature rich” — not missing anything significant
 - Applications are generally updated annually, to add new capabilities or adapt to changing requirements (e.g., 1099s, statutes)
 - A “next generation” platform is under development: a Web application and SQL Server backend, supplanting the current Access-based application suite
 - No forced migration to the new platform; migration will be the client's choice

Motion to Adjourn

- Upon motion of Mr. Hassinger, seconded by Mr. Carroll, it was unanimously voted to adjourn the meeting at 8:35 PM.

Exhibits

- *None*

Respectfully Submitted,
David C. Robbins, Chair